



# The Pipeline

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## Eleanor Jordan New CFC Ombudsman

By: Lisa Aug, CFC Communications

CFC's new Ombudsman is a long-time friend, colleague and supporter of the Cabinet. Eleanor Jordan, a former Kentucky state legislator and congressional candidate, began her new duties Monday, February 12.

"The needs of children was the initial thing that drove me to run for the legislature," Jordan said. "We do what we do because it's in the best interest of children."

Cabinet Secretary Viola Miller said she recruited Jordan to head the ombudsman's office, a clearinghouse for questions, complaints and suggestions concerning the Cabinet's work. The previous ombudsman, Charles Lambert, retired last October.

Jordan, who headed two child care centers in Louisville before she became a legislator, is "probably one of the most knowledgeable people in the state on welfare issues and issues dealing with families," Miller said. "I'm delighted to have her."

A Louisville Democrat, Jordan represented the 42<sup>nd</sup> House district in the General Assembly from February 1996 through December 2000. Last fall, she lost to U.S. Rep. Anne Northup in the race for Kentucky's 3<sup>rd</sup> district congressional seat.

Miller said that as a legislator, Jordan always showed keen interest in the quality of the Cabinet's services.

"The minute she lost the election, I started... trying to get her in the Cabinet," Miller said. She said that the Cabinet is trying to refine its system for using feedback from clients to improve services – a process essential to the success of Comprehensive Family Services.



Jordan is "ideally suited to help us do that as ombudsman," Miller said.

In her last General Assembly term Jordan, co-chaired a subcommittee on welfare reform. She said that work strengthened her belief in the importance of "changing the culture" of social services.

"Today, those who work in the human service area, especially those employees on the 'front line' have a more personal and supportive role to play in dealing with families. Our success in improving the quality of life and the future of Kentucky families largely depends on how well and how quickly we embrace those changes."

She called being ombudsman "not too different from being a legislator" because both jobs demand attention to multiple and sometimes competing interests.

"I think I've been successful at meeting that kind of challenge before, and with good results," Jordan said.

## CFS Focus Available Online – Updated Link

The Comprehensive Family Services newsletter, CFS Focus, is available online at:  
<http://cfc.state.ky.us/cfsnews/focus.htm>



## First Lady Judi Patton Announces Violence Against Women Conference

First Lady Judi Patton announced today that the Kentucky Office of Women's Physical and Mental Health is co-sponsoring a conference this month on public health issues surrounding violence against women.

The Feb. 28 conference is also co-sponsored by the Governor's Office of Child Abuse and Domestic Violence Services, the Kentucky Commission on Women, the Kentucky Domestic Violence Association and the Kentucky Association of Sexual Assault Programs.

The conference - titled "Violence Against Women: A Public Health Concern. Physical and Mental Health Consequences" - will be held at the Holiday Inn Hurstbourne in Louisville from 8 a.m. to 4:30 p.m.

The conference is for anyone interested in women's health, public health, mental health, law enforcement, social work, domestic and sexual violence and advocacy.

First Lady Judi Patton will be the luncheon speaker and Dr. Betty Olinger, the director of Local Health Department Operations in the Department for Public Health, will moderate a panel on community responses. Other featured speakers include Annie Fair, Regional Women's Health Coordinator with the U.S. Department of Health and Human Services, Gwen Mayes, Executive Director of the Office of Women's Physical and Mental Health and Carol Jordan, Executive Director of the Governor's Office on Child Abuse and Domestic Violence Services.

"I am excited that Kentucky will be offering a state of the art program focusing on how violence impacts a woman's health and mental health. The well-being of Kentucky's women translates directly into the well-being of our Commonwealth," Mrs. Patton said in announcing the conference.

Experts from the Centers for Disease Control and Prevention will discuss how to recognize violence during pregnancy. Other speakers will discuss opportunities for community collaboration with an emphasis on women in need of mental health services.

The conference is also being sponsored by the U.S. Department of Health and Human Services, Region IV, in cooperation with Emory University School of Medicine Training Center. There is a \$10 fee to register. Participants can register at the door.

To request a brochure and registration form, contact: Emory Regional Training Center, 404-523-1996, ext. 108.



## "Everyone A Leader" Makes A Difference in CFC

Now that most of us have had time to put into practice the skills we rehearsed during the initial "Everyone A Leader" sessions, Pipeline would like to hear whether this skill-building endeavor is making a day-to-day difference in the way we interact with our colleagues and serve our clients. If you can cite an example of how adherence to the Ground Rules and Basic Principles of Professional Behavior has helped CFC employees do a better job, please inform Pipeline editor Patricia Boler by e-mail or by calling 564-6180.



## CFC Online Topics for 2001 Include Technology, Social Work, and More

By: Margaret Davis Harney, CFC Communications

The next *CFC Online*, scheduled for Feb. 28, will focus on the Office of Technology Services, Employer Kentucky projects, and staff training.

The topics of several issues this year will correspond with national awareness campaigns, including National Professional Social Work Month in March, and Child Abuse Prevention Month in April. Foster care and adoption will be the focus during National Foster Care Month in May.

The end of summer will again bring a back-to-school issue, including a schedule of back-to-school fairs sponsored by Family Resource and Youth Services Centers, information on other FRYSC services, and updates on such programs as the Kentucky Children's Health Insurance Program, mentoring and child care.

Suggestions for articles, and other ideas and comments on *CFC Online*, are welcome. E-mail them to [Margaret Davis Harney](mailto:Margaret.Davis.Harney@cfc.state.ky.us), editor.

See <http://cfc.state.ky.us/cfconline> for an index of all issues of *CFC Online*.



## Ten-Ure Selecting New Board Members

It is time to select a new board for Ten-Ure!



If you are elected to the board, your expenses will be paid to the quarterly board meetings and you will receive a special rate on the conference package.

Please consider this opportunity. If you are interested in running for an office or area representative position, e-mail Ruth Daughaday, Mary G. Warner or Diana Norris as soon as possible.